

Customer Service Manager

Schumacher Elevator Company is looking for an experienced and customer-focused **Customer Service Manager** to lead our Customer Service and Dispatch team and help drive a responsive, organized, and professional service experience for our customers.

This is a key leadership role within our Service Department. The Customer Service Manager will oversee the daily activities of our Dispatchers, coordinate customer communications and service requests, manage service-ticket processes, support billing and customer reporting, and ensure our field service teams have the information and support they need to successfully serve our customers.

If you are an organized, solutions-oriented leader who enjoys working with people, solving problems, improving processes, and making sure customers receive exceptional service, we would like to hear from you.

Key Responsibilities

- Lead, coach, and develop the Customer Service/Dispatch team.
- Oversee incoming customer calls, service requests, follow-up, and issue resolution.
- Manage service tickets and related processes within the Company's Field Service Management (FSM) software.
- Support service billing, customer reporting, and customer-specific requirements.
- Maintain accurate customer, equipment, and service information.
- Coordinate customer-specific software, portals, reporting, and documentation requirements.
- Identify opportunities to improve customer service, team efficiency, and service processes.
- Coordinate service on-call schedules and coverage.
- Work closely with the Service Manager to support overall service operations and customer commitments.

What We're Looking For

We are looking for someone who is **organized, dependable, professional, and comfortable taking ownership**. The ideal candidate will be able to balance customer needs, employee support, administrative responsibilities, and changing priorities while maintaining a positive, solutions-oriented approach.

Qualifications include:

- Previous experience in customer service, dispatch, service administration, field service, or a related environment.
- Previous supervisory or team leadership experience preferred.

- High school diploma or equivalent required; associate or bachelor's degree preferred.
- Experience in the elevator, construction, manufacturing, or field-service industry is a plus.
- Strong communication, organization, and problem-solving skills.
- Excellent attention to detail and follow-through.
- Ability to manage multiple priorities and remain professional in high-volume situations.
- Comfortable learning and managing multiple software systems and customer portals.

What Success Looks Like

The successful Customer Service Manager will build a **responsive, organized, and accountable Customer Service/Dispatch team**. You'll help ensure customer requests are handled promptly, service information is accurate, field personnel have what they need, billing is completed efficiently, and customer-specific requirements are consistently met.

Most importantly, you'll help create a service operation where **information flows, problems get solved, and customers know they can count on us**.

Why Join Schumacher Elevator Company?

Schumacher Elevator Company is a **family-owned and operated company** with a 90-year history of designing, manufacturing, installing, and servicing custom elevator solutions. We take pride in our people, our customers, and the quality of work we deliver.

Position is full-time, first shift. We offer a competitive wage and benefits package that includes medical, dental, life and disability insurance, 401(k) match, PTO, paid holidays and bonus eligible. Post-offer background check and drug screen required.

If you're ready to take a leadership role in a growing service operation and make a meaningful impact on both our customers and our team, **we'd love to hear from you**.

We are an Equal Opportunity and Affirmative Action Employer.

